

[illegible]

A computerized Internet-Protocol Network Telephony (IPNT) routing system has a routing processor for receiving and forwarding IPNT calls based on information stored in an associated database regarding operation and status of possible destinations for the call. In some embodiments destinations are call centers adapted for receiving IPNT calls at workstations associated with a central processor, and the information in the database at the routing processor is collected and processed at the call centers that are potential destinations for the calls. The information is collected processed and forwarded to the database for the purpose of enhancing call-routing efficiency and accuracy.